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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a subscriber to Sonic internet services. I utilize their services for both internet and telephone. I changed providers because of the customer service and quality that the competitive provider offers me. I have previously used multiple different services, and have always found that competitive providers offer not only more for the money, but more than the giant telecom. It is helpful that Sonic is a local company, as they can provide me service that the giant telcoms cannot.

I am not against the large telcoms; I previously have used AT&T and now use Verizon for cell phone services. However, these providers, along with the cable companies that have provided internet services always do a poor job where they treat me as a consumer poorly. My internet would regularly crash, requiring me to take time to fix it through customer service, chase them for credits for the time down, and also be of much worse quality and bandwidth than I was paying for. Also annoying would be the varied speeds I would receive because their networks would be too busy. And customer service is virtually nonexistent.

With my current competitive provider they offer competitive rates, included VOIP phone services and excellent customer service. Sonic in particular is an excellent company, and I have had the pleasure of watching them come to my home to diagnose a problem on a Sunday, within hours of it occurring. Without this help my child would not have been able to complete a huge project that was due on Monday. This is care that I never have received from a big Telcom company.

Please allow the competitive providers to keep on providing such excellent service, especially to their local communities.

Joseph Sekula